



Job Location: 400 Deaderick Street – Nashville TN 37243

Administrative Services Assistant 4 – Appeals and Hearings

The Tennessee Department of Human Services (TDHS) is responsible for administering numerous services throughout Tennessee, including Families First, the state's Temporary Assistance for Needy Families (TANF) program, Food Stamps (now known as the Supplemental Nutrition Assistance Program or SNAP), Child Support, Child Care Licensing, Child Care Assistance, Adult Protective Services, and Rehabilitation Services. With 133 office locations, DHS is one of the few state agencies with offices in all 95 counties.

TDHS is seeking to fill the position of Administrative Services Assistant 4. This position, stationed in Nashville, will report directly to the Assistant Commissioner of the Appeals and Hearings Division. This position will have responsibility for the employees and activities of this office under the guidance and direction of the Assistant Commissioner of Appeals and Hearings including assisting with directing a full range of operational services, liaising between program, budget, and other administrative duties assigned to the Appeals and Hearings Division.

Position Responsibilities:

Under direction of the Assistant Commissioner of the Appeals and Hearings Division, the ideal candidate will serve as a liaison between the Assistant Commissioner and the Director of Operations, assisting in efficient and effective operations and operations management. This may include, but is not be limited to, considerable participation in developing and evaluating policies and procedures having significant impact on the division, and effective implementation of the same.

Primary responsibilities include:

- Assist in formulating and implementing strategic plans that are linked to the Governor's goals and focus areas and the Department's overall mission, and effectively collaborating to achieve project and organizational goals.
- Supervise the preparation and maintenance of a variety of pertinent records and reports.
- Perform a variety of general staff administrative duties to support program operations.
- Assist in developing policies and procedures for implementing new or modifying existing administrative services programs and activities to improve division functions.
- Prepare and review records and reports in order to ensure accuracy, completeness, and adherence to standards.
- Communicate managerial directives to program operations to ensure their enforcement.
- Study operations and services to make suggestions to management for improvements.

- Communicate project status or other relevant information to stakeholders on a regular basis.
- Assist in implementation of improvement strategies designed to enhance the performance and quality of the unit's operations through in the redesign of work flow, process defect elimination, competitive benchmarking, performance metrics development, data collection, and the application of statistical and mathematical optimization techniques.
- Assist with development and monitoring of A&H Division budget.
- Conduct research in one or more of the following areas to obtain relevant information: fiscal, economic, non-technical legal, legislative, and publications.

Primary skills desired include:

- Ability to conduct basic statistical analyses of large data sets to discern patterns to predict future docketing needs for numerous state programs.
- Assist in the review of financial and other budgetary documentation to identify trends or discrepancies that may require additional review.
- Experience in coordinating multiple schedules of various staff members across the state.
- Incorporate last minute and unscheduled task into daily schedule, prioritizing workload to ensure timely completion of assignments.
- Ability to come up with new and unique ideas; easily make connections among previously unrelated notions; tend to be seen as original and value-added in brainstorming sessions.
- Proven ability to effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- Possess basic knowledge of economic and accounting principles and practices.
- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Conducting tests and inspections of services or processes to evaluate quality or performance.
- Possesses the ability to communicate information and ideas in writing so others will understand.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Position Requirements:

- Bachelor's degree preferably in Education, Public Administration, Business or another closely related field.

- 3 Years of DHS experience in any position, preferably with direct experience related to Appeals and Hearings processes and procedures
- Additional relevant and related post-graduate education preferred

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/topic/benefits>

How to Apply:

- Please submit resume and cover letter outlining your related experience to Anthony.martin@tn.gov

All email submissions must include in the subject line: **A&H Administrative Services Assistant 4**